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FACSIMILE 1	RANSMITTAL SHEET	
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NOTES/COMMENTS:		

Please correct the spelling of the first inventor's name to Darran Potter as indicated on the attached Filing Receipt, and

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IMPROVING SERVICE ACCOUNTING IN A NETWORK as indicated on the attached Filing Receipt.

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**CONFIRMATION NO. 2248** 

29989 HICKMAN PALERMO TRUONG & BECKER, LLP 1600 WILLOW STREET **SAN JOSE, CA 95125** 

FILING RECEIPT \*OC000000011670840\*

SAN 15 2004

Date Mailed: 01/12/2004

Receipt is acknowledged of this regular Patent Application: It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s) Darran

 Darren Potter, Kent, UNITED KINGDOM; John Zamick, Somerset, UNITED KINGDOM;

Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted: 01/12/2004

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Non-Publication Request: Yes

Early Publication Request: No

Title

Preliminary Class

709

\*Improving Service Account

Page 2 of 2

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